

**\*\*\*\*\*NOTICE\*\*\*\*\***

FROM: Frank Pozniak, Executive Director  
Massachusetts State 911 Department

TO: Communication Service Providers

DATE: November 13, 2018

RE: **REVISED MASSACHUSETTS ENHANCED 911 SURCHARGE  
EFFECTIVE JANUARY 1, 2019**

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On June 29, 2018, the Massachusetts Department of Telecommunications and Cable ("D.T.C.") issued the Final Order in Docket D.T.C. 18-2, Petition of the State 911 Department to Adjust the Enhanced 911 Surcharge. **In the Order, the D.T.C. adjusted the Massachusetts Enhanced 911 Surcharge to \$1.50 per month, effective January 1, 2019, with a reduction to \$1.00, effective January 1, 2024, for each subscriber or end user whose communication services are capable of accessing and utilizing the enhanced 911 system. Each communication service provider shall remit surcharge revenues, along with the required report, to the State 911 Department on a monthly basis.** The monthly report form, as well as the D.T.C.'s Final Order, can be found on the State 911 Department's website at [www.mass.gov/orgs/state-911-department](http://www.mass.gov/orgs/state-911-department).

Chapter 223 of the Acts of 2008 ("An Act to Create a State 911 Department, Single 911 Surcharge, and an Enhanced 911 Fund" or "the Act") imposes on each subscriber or end user whose communication services are capable of accessing and utilizing an enhanced 911 system a monthly surcharge. The Act requires that "The surcharge shall be collected by the communication service provider..." and "each communication service provider shall remit the surcharge revenues collected...for deposit in the enhanced 911 fund." As set forth in the Act, "communication services" includes any of the following: (a) the transmission, conveyance or routing of real-time, two-way voice communications to a point or between or among points by or through any electronic, radio, satellite, cable, optical, microwave, wireline, wireless or other medium or method, regardless of the protocol used; (b) the ability to provide two-way voice communication on the public switched network; (c) wireless enhanced 911

service; (d) wireline enhanced 911 service; (e) interconnected VoIP provider service as defined by the regulations of the Federal Communications Commission; (f) IP-enabled service; or (g) prepaid wireless service. A “communications service provider” is an entity that provides communications services to a subscriber or end user.

Please contact Karen Robitaille at (508) 821-7221 or at [karen.robitaille@mass.gov](mailto:karen.robitaille@mass.gov) if you have any questions regarding this notice.